

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 6261      **TITLE:** PRINTING SERVICES CUSTOMER SERVICE SPECIALIST  
**GRADE:** S-16

**DEFINITION:**

Under general supervision, provides administrative and logistical support in the area of printing services; advises customers of the most appropriate method of having their work completed within the requested timeframe; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

Not applicable.

**ILLUSTRATIVE DUTIES:**

Performs customer service duties, including meeting with customers to advise them of the best method(s) to perform their required printing and binding work in the requested timeframe;  
Coordinates with clients to spread future and/or recurring printing and binding projects throughout the fiscal year to the extent feasible, so as to avoid costly "rush jobs";  
Receives job orders and initiates internal work orders;  
Maintains a detailed log of requested work to determine whether the customer's request should be printed in-house or by a contract vendor;  
Ensures that all work can be accomplished within the prescribed deadlines;  
Consults with the Printing Services Manager and shift supervisors to ascertain the appropriate direction of work flow and determine the best way to perform the work;  
Schedules work for the shift supervisors;  
Maintains an inventory of equipment and supplies at acceptable levels, and plans for upcoming needs;  
Maintains a data base of printing/binding jobs and billing information.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of and familiarity with personal computer-based business applications;  
Knowledge of printing, reproduction, and bindery operations and procedures;  
Knowledge of the materials, tools and equipment used in binding and finishing;  
Ability to determine which equipment will most efficiently and effectively produce desired results;  
Ability to accurately estimate the time requirements for customer requests;  
Ability to follow oral and written instructions;  
Ability to keep records and prepare reports;  
Ability to establish and maintain effective working relationships with co-workers and user agencies.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience and training equivalent to:  
Graduation from high school or a G. E. D. issued by a state department of education; PLUS  
Three years of experience in printing services.

**CERTIFICATES AND LICENSES REQUIRED:**

None.

ESTABLISHED:      May 20, 1996